

QUALITY POLICY

REV. 00 OF 20/12/2022

ALDA operates in an international context based on the following principles aligned with its mission:

- Sharing and resonating with the institutional objectives of promoting participatory democracy and active citizenship with stakeholders.
- Supporting members and partners without failing to meet their expectations.
- Encouraging the alignment of actors under its influence with the principles of the 2030 Agenda for Sustainable Development.
- Assisting members, partners, and other organisations in securing funding to develop initiatives consistent with ALDA's mission.

The organisation adopts strategic and operational guidelines aligned with the requirements of the UNI EN ISO 9001:2015 Quality Management System, with the following scope of application:

"Design, management, and reporting of projects financed by regional, national, European, and international programmes, both public and private."

The implementation of this system pertains to the quality management of processes related to the organisation's activities and the actions undertaken to control and reduce risks and impacts, understood also as positive externalities of its work within the network of social stakeholders.

Given the current context, we consider the promotion of ethical values and transparency as fundamental to strengthening relationships with third parties and establishing synergistic and functional networks for the welfare of communities and, more broadly, for the network of social stakeholders.

The quality policy priorities meeting the needs and expectations of stakeholders, benefiting and supporting members and donors (considered as the organisation's primary "clients").

To achieve this overarching goal, ALDA is committed to maintaining high levels of integrity, transparency, and punctuality while fostering the professional growth of its employees and collaborators through meticulous control of operational processes.

This commitment translates into the overall objective of identifying and meeting the needs of stakeholders, thereby improving the quality of services provided to them; ensuring compliance with all applicable current and future regulations within its sector of activity; and initiating programmes that enable continuous improvement in organisational performance related to the perceived quality of service.

Office in Strasbourg

Council of Europe 1,
Av. de l'Europe
F-67075 Strasbourg, France
+33 3 90 21 45 93
+33 3 90 21 55 17
aldastrasbourg@aldaintranet.org
alda@aldaintranet.org

Office in Brussels

26 rue de la Loi,
Mercator Building
4th Floor - Salon for European
Civic Organisations
Brussels 1040, Belgium
+32 (0)2 430 24 08
aldabrussels@aldaintranet.org

Office in Vicenza

Viale Milano 36
36100 Vicenza, Italy
+39 04 44 54 01 46
+39 04 44 23 10 43
aldavicenza@aldaintranet.org

Office in Skopje

Bld. Partizanski Odredi
43B/1-5
Skopje, 1000
North Macedonia
+389 (0) 2 6091 060
aldabalkans@aldaintranet.org

Office in Chisinau

40, Serghei Lazo street
5 floor, office no.3, Chişinău
Republic of Moldova
aldamoldova@aldaintranet.org

Office in Tunis

Rue Brahim Jaffel,
Imm. Azaiez
2 Floor, Apt 4 El Menzah 4,
Tunis 1082, Tunisia
aldatunisia@aldaintranet.org



alda



European Association
for Local Democracy

In pursuit of this overarching goal, with full awareness of the associated risks, ALDA aims to achieve the following specific objectives:

- Objective 1: Network development
- Objective 2: Network loyalty, awareness, and training
- Objective 3: Disseminating principles established by the United Nations, which ALDA embraces, while developing organised structures to monitor and promote specific humanitarian issues
- Objective 4: Providing support and/or coordinating project design, management, and reporting activities funded by EU and non-EU sources

Additionally, the organisation commits to:

- Promoting a culture of quality within the organisation.
- Achieving and maintaining certification for the UNI EN ISO 9001:2015 Quality Management System.

The organisation's General Secretariat is committed to adopting these objectives in promoting quality, pursuing continuous improvement, and assessing the level of uncertainty in achieving its goals. Furthermore, all staff members are called upon to collaborate in ensuring that the commitments outlined in this policy and the Quality Management System are respected and implemented.

The General Secretariat
Stallone

Office in Strasbourg

Council of Europe 1,
Av. de l'Europe
F-67075 Strasbourg, France
+33 3 90 21 45 93
+33 3 90 21 55 17
aldastrasbourg@aldaintranet.org
alda@aldaintranet.org

Office in Brussels

26 rue de la Loi,
Mercator Building
4th Floor - Salon for European
Civic Organisations
Brussels 1040, Belgium
+32 (0)2 430 24 08
aldabrussels@aldaintranet.org

Office in Vicenza

Viale Milano 36
36100 Vicenza, Italy
+39 04 44 54 01 46
+39 04 44 23 10 43
aldavicenza@aldaintranet.org

Office in Skopje

Bld. Partizanski Odredi
43B/1-5
Skopje, 1000
North Macedonia
+389 (0) 2 6091 060
aldabalkans@aldaintranet.org

Office in Chisinau

40, Serghei Lazo street
5 floor, office no.3, Chişinău
Republic of Moldova
aldamoldova@aldaintranet.org

Office in Tunis

Rue Brahim Jaffel,
Imm. Azaiez
2 floor, Apt 4 El Menzah 4,
Tunis 1082, Tunisia
aldatunisia@aldaintranet.org



www.alda-europe.eu



alda@alda-europe.eu



ALDA.Europe



ALDAeurope



aldaeurope



AldaEu